

Notice of References Cited	Application/Control No. 09/887,414	Applicant(s)/Patent Under Reexamination GOLDSCHNEIDER ET AL.	
	Examiner Tamara L. Graysay	Art Unit 3623	Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
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	Examiner Tamara L. Graysay	Art Unit 3623	Page 1 of 2

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	W	Shapiro, Manage customers for profits (not just sales), Harvard Business Review, SEP/OCT1987, v.65, n.5, p.101-108 ((10 pages)
	X	Tucker, Handbook of business formulas and controls, 1979, ch.4, p.60-88, ch.9, p.172-190, ch.12, p.235-245, ch.14-15, 267-293 (46 pages)

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